

EXHIBIT B

QUALITY ASSURANCE SURVEILLANCE PLAN

NONPERSONAL SERVICES FOR

M-CARE STAFFING SUPPORT SERVICES

CELL PHONE INITIATIVE

FOR

TELEMEDICINE AND ADVANCED TECHNOLOGY RESEARCH

CENTER (TATRC)

FT DETRICK MD

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP) CONTRACT NUMBER

Purpose

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to ensure that systematic quality assurance methods are used in the administration of the Performance-Based Service Acquisition (PBSA) standards included in this contract. The intent is to ensure that the Contractor performs in accordance with the performance standards/acceptable quality levels contained in the performance work statement; that the Government receives the quality of services called for in the contract; and, that the Government only pays for the acceptable level of services received.

This QASP also describes the procedures that TATRC will use to monitor the Contractor's performance under this contract/task orders. It is important to note TATRC's primary concern is with the products and services provided by the contractor. Therefore, the QASP focuses on examining the products and services provided by the Contractor. It is intended that the QASP be a tool to guide the Contracting Officer (KO), and the Contracting Officer's Representative (COR) in assessing contractor performance. In some cases, specific metrics are used to measure performance, in other cases subjective judgment and evaluation by TATRC personnel will be the determining criteria. This plan describes the methodology utilized to make both quantitative and qualitative evaluation of contractor performance under this Contract

Scope

It is important to understand the responsibilities of the parties and distinguish between the quality control plan and the QASP. The contractor is responsible for managing and developing a quality control plan to meet the quality standards established in the performance work statement (PWS). The QASP is put in place to provide the **Government** surveillance and oversight of the contractor's efforts in fulfilling the terms of the contract. The QASP is not part of the contract nor is it intended to duplicate the Contractor's quality control plan. The Government may provide the Contractor with an information copy of the QASP to support the Contractor's efforts in developing a quality control plan that will interrelate with the QASP.

Government Resources

The following personnel will implement all surveillance activities:

Contracting Officer - The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the

Contracting Officer that assures the Contractor receives impartial, fair and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Assigned Contracting Officer: Laura N. Charles
Telephone Number: 301-619-8392
Email Address: laura.n.charles@amedd.army.mil

Contract Specialist/Purchasing Agent - is responsible for technical administration of the contract and assures receipt of all proper Government surveillance documentation is received and in the file from the Contracting Officer's Representative (COR).

Assigned Contract Specialist/Purchasing Agent: Madeline Wahl
Telephone: 301-619-9427
Email Address: madeline.wahl@amedd.army.mil

Contracting Officers Representative (COR) - The COR provides detailed technical oversight of the Contractor's performance and reports his or her findings to the Contracting Officer in a timely, complete and impartial fashion to ensure the Government receives the services procured in accordance with the PWS. While the COR may serve as a direct conduit to provide Government surveillance and feedback to the Contracting Officer on the Contractor's technical performance, he or she is not empowered to make any contractual commitments or authorize any contractual changes on the Government's behalf. Any changes that may affect contract price, terms, or conditions shall be referred to the Contracting Officer for action.

Assigned Contracting Officer's Representative (COR): Holly Pavliscsak
Telephone Number: 770 529-4103
Email Address: holly.pavliscsak@amedd.army.mil

Methods of QA Surveillance

The methods of surveillance listed below shall be used in the administration of this QASP.

COR Observations - Indicates that the Contracting Officer's Representative will be responsible for monitoring the Contractor's performance in meeting a specific performance standard/acceptable quality level.

Reports - In the case of a written deliverable, COR Review will consist of **100% inspection** of the specific deliverable and supporting documentation.

Day to Day support activities - COR Review will consist of **periodic inspection** or **random monitoring**.

Customer Feedback - Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed or emailed and forwarded to the PM or COR who will assess the validity of the complaint and retain it in a documentation file. The PM shall also keep the tabulated results of all customer satisfaction surveys on file. The results of all monitoring activity shall be documented on the Surveillance Checklist or Activity Summary Form. This form will be developed by the requiring activity and provided to the Contracting Officer on a monthly basis.

The specific surveillance method for each performance standard and acceptable quality level is listed in the “Monitoring Method” column of the Performance Requirement Summary (PRS) as follows:

1. Performance Requirement Summary Table (PRST). The Government will assess the contractor’s performance compliance based on the following:

Performance Requirement	PWS Paragraph/Task Numbers	Indicator	Performance Standard	Acceptable Quality Level	Surveillance Method
PRS# 1 - Clinical Research Case Management	Task 1 Paragraph 1.5.1.2.1	The contractor shall provision of Project Officer personnel to manage multi-site mCare activities, collect data/metrics, prepare and review documentation, and serve as interface to project manager and COR.	All duties are executed IAW the PWS 95% of the time. No more than 3 substantiated complaints per month The contractor shall ensure that positions are not vacant more than 45 days 98% of the time.	95% compliance	Monthly inspection COR observation
	Task 1 Paragraph 1.5.1.2.2	The contractor shall provision of Registered Nurse Case Manager personnel to support mCare administration at designated program sites, and serve as liaison between clinical and technical matters.	All duties are executed IAW the PWS 95% of the time. No more than 3 substantiated complaints per month The contractor shall ensure that positions are not vacant more than 45 days 98% of the time.	95% compliance	Monthly inspection COR observation
	Task 1 Paragraph 1.5.1.2.3	The contractor shall provision of support for the production of presentations, briefings, reports, as well as printed, visual, and electronic media for the dissemination of findings and accomplishments.	All documentation uploaded/processed within 5 working days of the transaction	95% compliance	Monthly inspection COR observation
PRS#2 - Research and	Task 2. Paragraph 1.5.2.2.1	The contractor shall provision of state-of- the-art	All duties are executed IAW the	95% compliance	COR Observation

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Development for mCare Platform		IT and communications support, to include software and hardware applications with global capabilities and highly specialized personnel to support such systems.	<p>PWS 95% of the time.</p> <p>No more than 3 substantiated complaints per month</p> <p>The contractor shall ensure that positions are not vacant more than 45 days 98% of the time.</p>		
	Task 2. Paragraph 1.5.2.2.2. and 1.5.2.2.3.	The contractor shall provide for monitoring of server equipment and will provide updates on operation of server equipment.	<p>All duties are executed IAW the PWS 95% of the time.</p> <p>No more than 3 substantiated complaints per month</p> <p>All data is kept secure but in the event of a breach, incidents are to be reported immediately. Cell Phone Initiative integrity is maintained with not more than 1 substantiated complaint per month.</p>	95% compliance	<p>Monthly inspection</p> <p>COR observation</p>
	Task 2. Paragraph 1.5.2.2.4	The contractor shall provide IT reports submitted to TATRC staff within 5 business days	All documentation uploaded/processed within 5 working days of the transaction	95% compliance	COR observation
	Task 2. Paragraph 1.5.2.2.7.	The contractor shall provision personnel to serve as IT Support Specialists for the Tele-TBI Cell Phone (mCare) Initiative at TATRC South (and potentially other locations) to manage the day-to-day IT server operations.	<p>All duties are executed IAW the PWS 95% of the time.</p> <p>No more than 3 substantiated complaints per month</p> <p>The contractor shall ensure that positions are not vacant more than 45 days 98% of</p>	95% compliance	COR observation

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			the time.		
PRS# 3 – Research and Development Operation Transfer and Data Collection	Task 3 Paragraph 1.5.3.2.1 and Paragraph 1.5.3.2.2	The contractor shall provision of state-of- the-art IT and communications support, to include software and hardware applications with global capabilities and highly specialized personnel to support such systems. The Contractor shall also provision of timely and efficient procurement processes for the purchase of goods and services.	All duties are executed IAW the PWS 95% of the time. No more than 3 substantiated complaints per period of performance	95% compliance	Monthly Inspection COR observation
PRS# 4 - Operational Support and Program Analysis in accordance with the Performance Work Statement	Task 4. Paragraph 1.5.4.2.1.	Contractor shall be responsible for provision of Project Officer personnel to manage multi-sites mCare activities, collect data/metrics, prepare and review documentation and server as interface to the Project Manager and COR	All duties are executed IAW the PWS 95% of the time. No more than 3 substantiated complaints per month The contractor shall ensure that positions are not vacant more than 45 days 98% of the time.	95% compliance	COR observation
	Task 4. Paragraph 1.5.4.2.2.	Contractor shall be responsible for provision of Registered Nurse Case Manager personnel to support mCare administration at designated program sites, and serve as liaison between clinical and technical matters.	All duties are executed IAW the PWS 95% of the time. No more than 3 substantiated complaints per month The contractor shall ensure that positions are not vacant more than 45 days 98% of the time.	95% compliance	COR observation
	Task 4. Paragraph 1.5.4.2.3	Contractor shall be responsible for provision of support for the production of presentations, briefings, reports, as well as, printed, visual and electronic media for the dissemination of findings and accomplishments.	All documentation is uploaded/process within 5 working days of transaction	95% compliance	COR observation

Documentation

The COR in addition to providing documentation to the Contracting Officer, must maintain a complete quality assurance file. The file will contain copies of all reports, evaluations, recommendations, surveillance checklists, and any actions related to the Government's performance of the quality assurance surveillance function. All such records will be retained for the life of the contract and forwarded to the Contracting Officer upon completion. These files may be reviewed periodically by the Contracting Officer for compliance.

The COR will use the following Department of Army (DA) forms for surveillance:

- DA Form 5475 – COR Surveillance Schedule
- DA Form 5481 – Tally Checklist
- DA Form 5477 – Customer Complaint Record
- DA Form 5479 – Contract Discrepancy Report